

Patent Abstracts of Japan

PUBLICATION NUMBER : 09319812
PUBLICATION DATE : 12-12-97

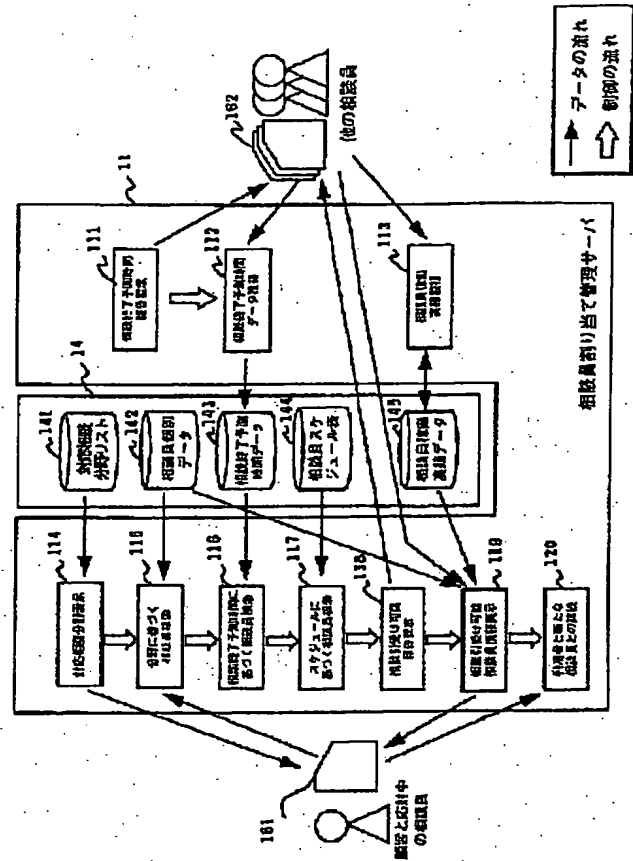
APPLICATION DATE : 28-05-96
APPLICATION NUMBER : 08156074

APPLICANT : HITACHI LTD;

INVENTOR : TANIGAWA YOSHINOBU;

INT.CL. : G06F 19/00 G06F 17/60

TITLE : CONSULTANT ASSIGNMENT
SUPPORT METHOD FOR REMOTE
CONSULTATION SYSTEM



ABSTRACT : **PROBLEM TO BE SOLVED:** To enable consultant with easy operation who is receiving a customer, to recognize consultation contents desired by the customer and quickly retrieve an expert consultant, who can deal with the customer.

SOLUTION: A management server 11 issues a consultation completion expected time report request to a terminal 162 for consultant at certain time intervals and acquires expected time data from a consultant by a means 112 and acquires actual work result of the consultant by a means 113 and stores them in an external memory 14 by means 143 and 145. The consultant who is receiving the customer, based on the consultation request (a field of consultation and a required time) of the customer from a terminal equipment for customer retrieves consultants in the management server 11 through a terminal 161, and the management server 11 displays information on consultants who can accept the consultation, on the terminal 161, based on a corresponding consultation field list 141, individual consultant data 142, consultation completion expected time data 143, a consultant schedule table 144, and consultant work actual result data 145, and the consultant who is receiving the customer selects a proper consultant and instructs connection between this selected consultant and the customer.

COPYRIGHT: (C)1997,JPO